

ICSEW PROUDLY PRESENTS...

How to Manage Conflict with Tact and Confidence

BACK BY
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**JUNE 29, 2010
SEATTLE, WASHINGTON**

**Conflicts cost us in money, time, health, customers, relationships and more...
And they affect our attitudes and motivation.**

Learn to take charge of conflicts with confidence now!

Take charge of conflicts now and improve relationships!

In one day, you will learn to:

- Use proven powerful techniques to prevent, cope and respond effectively and confidently to conflicts with customers, co-workers, employees and family members.
- Skillfully respond to challenging situations, even with volatile people
- Tactfully and professionally confront situations, passive-aggressive and difficult people while retaining and improving relationships.
- Gain a sense of control by identifying four distinct stages in conflict and know how to successfully respond to each
- Improve performance, communication and relationships

Join Kathy Bote' for an unforgettable day!

Kathy has been coaching people to effectively communicate and manage conflict for over 20 years in 13 countries. Her practical approach and down-to-earth style continually gets rave reviews. There is never a dull moment! Her past experience as a teacher, crisis counselor, social worker, CPI on-staff trainer, manager and business owner allow her the opportunity to share real world examples that work! She is the author of four best-selling audios, including *"Courage Talks: A Daily Dose of Motivation"* and *How to Deal with Angry People*. Her clients include Alaska Airlines, Disney, LA County Sheriff's Department, Boeing and many more.

Register Now! Space is Limited!

Registration is Easy! Reserve Your Space Now!

On-line: <http://www.icsew.wa.gov/calendar/default.asp>

Or contact Gen O'Sullivan ICSEW@sao.wa.gov

Phone: (360) 725-9704

Or E-mail Kathy at KathyBote@CourageSpeaks.com

Payments: Only \$97

Mail checks to Courage Speaks, LLC

Box 1509 Maple Valley, WA 98038

For credit card payments, call (425) 432-9345

Program Information:

Date: June 29, 2010

Location: Labor & Industries
315 5th Ave S Conference Room 3
Seattle WA 98104-2607

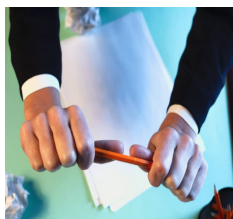
Time: 9 AM—4: PM

Contact www.CourageSpeaks.com to bring Kathy to your organization for a customized program today!



"Thank you again for a wonderful presentation. They're still raving about you!"

Tammie L. Colburn
Assistant
Vice President
Morgan Stanley



"I heartily recommend Ms Bote ... She dealt with difficult and sensitive subjects with aplomb and grace, ensuring that every student was given the tools to handle the situations important to them. Our organization's ability to deal with conflict resolution has improved as a result of the training Kathy conducted."

Michael Robbins, Col, WA ANG
Vice Commander
McChord Air Force Base